




Courtesy of Blackpool Council

4.3 Case study – Blackpool Library Service


Awarded £27,400

LMS upgrade to new cloud hosted system

Blackpool Library Service  had used the same LMS (Library Management System) for 20 years. It was time for a change, so they decided to apply for funding to upgrade the system.

Implementing a new LMS can be a complicated process. There were several stages involved in the project:

- Procurement process
- Data retrieval and transfer
- Training for staff
- Building confidence with the team to use the system
- Keeping customers in the loop.

Blackpool worked with Civica  and the council ICT team to deliver the project. They developed excellent partnerships with both that were an important part of the successful delivery.

The end result is a modern, new LMS, fit for a 21st-century library service. Working on this project has improved their IT skills and knowledge and boosted their confidence.



Blackpool worked closely with staff, building great rapport and understanding of frontline services.

The grant award demonstrated to senior leaders in the council they could deliver projects using external funding. It has led to successfully bidding for more capital funding to put in place a new self-service solution.

“The new and improved OPAC (Online Public Access Catalogue) means that customers can interact with us on a more reactive and pro-active basis. They can do so much more in our OPAC, its now user friendly and attractive. We can communicate better with customers and use the new system to show what we offer and how customers can engage with us.”

Vicky Clarke, Head of Libraries